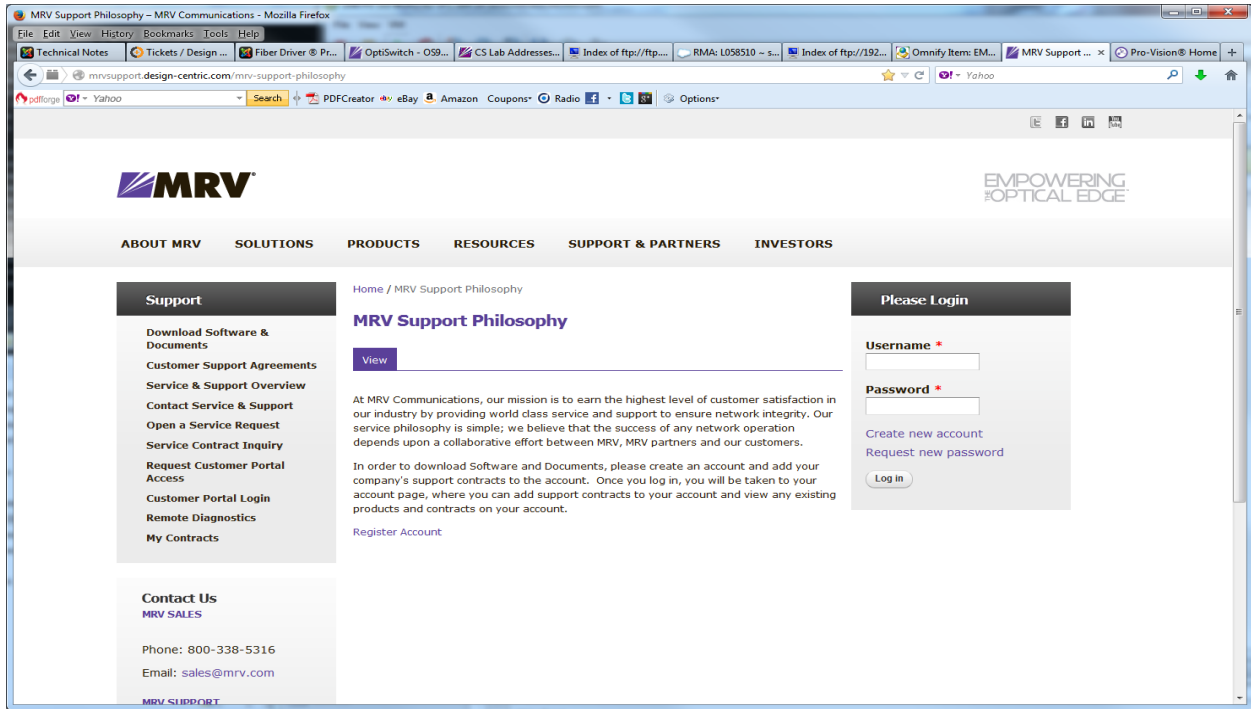
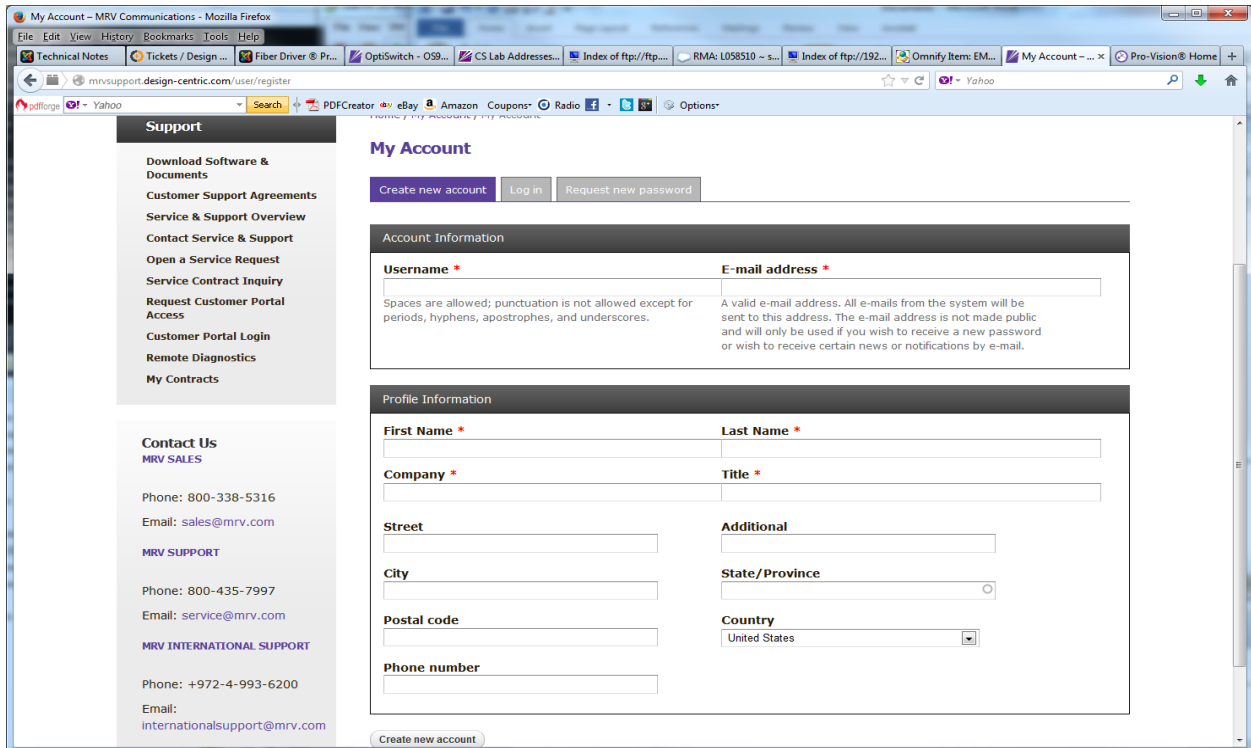


- 1) Goto to <http://support.mrv.com> url.
- 2) Click on “Register Account” link or “Create new account” link.



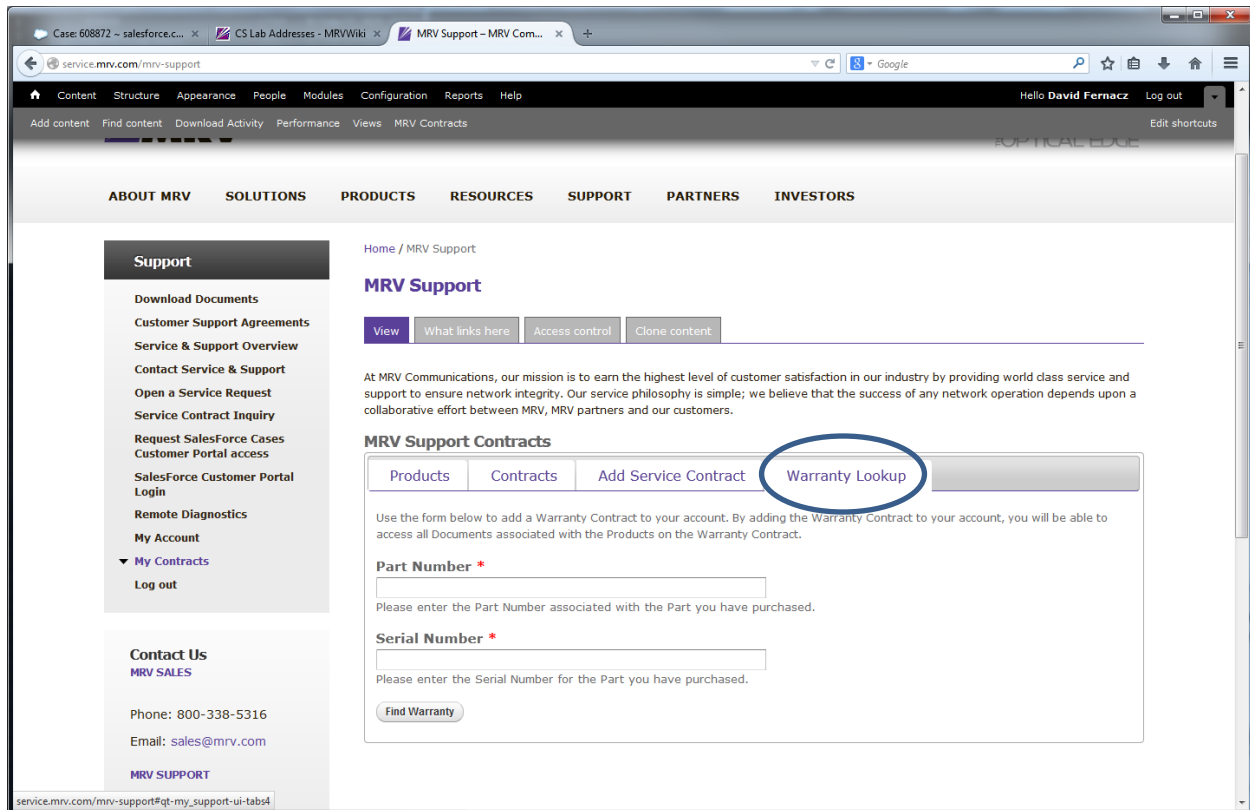
- 3) Fill in at least the require information, which is marked with a red asterisk.
- 4) Click on “Create new account” button.



- 5) The user will get an email from the new site. The email will contain a link to reset the user's password, so click on link and change your password.
- 6) Now login into the CSO site with newly created username and password.
- 7) In order to download software you will be required to enter in a Contract Id and passcode. The Contract Id and Passcode information was provided to customers from our Contracts Department
- 8) Click on "Add Service Contract" tab.
- 9) Enter in your service Contract Id.
- 10) Enter in your Passcode.
- 11) Click on "Add Contract" button.
- 12) Adding a Service Contract has been completed and you can see what products are covered on Contract, by clicking on the Products tab.

The screenshot displays the MRV Support website interface. The browser address bar shows 'service.mrv.com/mrv-support'. The navigation menu includes 'ABOUT MRV', 'SOLUTIONS', 'PRODUCTS', 'RESOURCES', 'SUPPORT', 'PARTNERS', and 'INVESTORS'. The 'Support' section is active, showing a sidebar with links like 'Download Documents', 'Customer Support Agreements', and 'Service & Support Overview'. The main content area features the 'MRV Support' header and a navigation bar with tabs: 'Products', 'Contracts', 'Add Service Contract' (highlighted with a blue circle), and 'Warranty Lookup'. Below the tabs, there is a form for adding a service contract, with fields for 'Contract Id \*' and 'Passcode \*', and an 'Add Contract' button.

For customers that have no service contract, but want access to User Guides and would like to see when the product's warranty expires, you can click on the Warranty Lookup tab. Contract customers can also use this feature. You are required to be register on the site to see this screen.



- 1) Click on the Warranty Lookup tab.
- 2) Enter in the part number. The part number is taken from our ERP system, so the part number has to match the PO. For example OS904-TS/DC-1 would have to be entered in for part number.
- 3) Enter in the Serial Number.
- 4) Click on "Find Warranty" button. Wait a few minutes. When the process has completed, the web site will take you to the Products tab. Here you will find all products on this warranty contract.